

Resolution Process for Discrepancies Regarding Passing Rates

After pass rate reports are issued by ETS:

1. The IHE will identify any perceived errors and notify ETS as soon as possible but no later than March 14 via e-mail at title2@ets.org
2. ETS will investigate the inquiry, respond by e-mail whether there will be a corrective action, and whether there will be a fee. ETS will correct at no cost any changes due to an ETS error.
3. If an institution disagrees with ETS's response, it will notify the state agency about the dispute and inform ETS that it is notifying the state agency.
4. The state agency will contact ETS about the dispute and help mediate a resolution.
5. If the dispute is unresolved, the state agency will contact the U. S. Department of Education to assist in mediation of the disputed issue